

Bon Secours Mercy Health
2019 Associate Engagement Survey
Jamie Lauf Insights

Why are we here?



1.

Review the results of our 2019
Associate Engagement Survey



2.

Discuss the implications of
these results



3.

Identify focus areas and take
action

What are we comparing to?



COMPANY

Company overall



PREVIOUS

2018 Employee
Engagement Survey

We are comparing these results with our previous survey and with our company results overall.

What's a good participation rate?

Participation rates help us understand how representative the feedback is. While we are not aiming for 100%, a majority of employees is an indicative sample.

Our participation rate is:

CURRENT
2019 Associate Engagement
Survey
64%
Responses: 25 of 39



70% of Culture Amp customers have response rates between 75% and 90%.

Why do we care about engagement?

Engagement has been consistently linked to profit, customer satisfaction and employee retention rates. By lifting it, we can impact performance, innovation, retention and attraction of talent.

Our Engagement score

CURRENT
2019 Associate Engagement
Survey

44%

How we compared based on:

COMPANY
Company overall

-24

Score: 68%

PREVIOUS
2018 Employee Engagement
Survey

-5

Score: 49%

Questions we asked:

1. I would recommend Bon Secours Mercy Health as a great place to work
2. Bon Secours Mercy Health motivates me to go beyond what I would in a similar role elsewhere
3. I am proud to work for Bon Secours Mercy Health
4. I rarely think about looking for a job at another organization
5. I see myself still working at Bon Secours Mercy Health in two years' time

What are survey factors?

In addition to Engagement, we asked questions about other factors regarding our workplace and culture. A factor score is the average score of all questions within that factor.

Factor Summary

Factor	Company	Previous	Score
Diversity and Inclusion	-25	-21	59
Innovation	-29	-13	38
Social Connection	-27	-7	47
Company Confidence	-28	-14	41
Work & Life Blend	-28	-11	45
Alignment & Involvement	-23	-8	56
Service & Quality Focus	-27	-20	40
Action	-23	N/A	24

Factor	Company	Previous	Score
Leadership	-18	+0	44
Learning & Development	-28	-8	43
Teamwork & Ownership	-23	-5	49
Engagement	-24	-5	44
Collaboration & Communication	-15	-1	53
Enablement	-25	-4	49
Feedback & Recognition	-26	-14	35
Management	-38	-6	39

Strengths & Opportunities

We'll now take a closer look at the questions. We can see our Strengths (higher scores) and Opportunities (low scores). Strengths are things we can celebrate while Opportunities represent things we should keep an eye on for improvement.

Highest 3 Scores

I know what I need to do to be successful in my role

76%

Workloads are divided fairly among people where I work

+9
40%

Bon Secours Mercy Health takes my personal safety seriously

68%

I rarely think about looking for a job at another organization

+8
36%

The information I need to do my job effectively is readily available

68%

The information I need to do my job effectively is readily available

+7
68%

These are the key areas we are excelling in, and most improved areas compared to our previous survey.

Lowest 3 Scores

I have seen positive changes taking place based on recent associate engagement survey results

17%

Our culture is accepting of all people despite their differences

-29
54%

My manager, or someone else, has communicated some clear actions based on recent associate engagement survey results

21%

The care and services Bon Secours Mercy Health provides are as good as, or better than, our main competitors

-28
44%

When it is clear that someone is not delivering in their role we do something about it

21%

Our culture is welcoming to all people despite their differences

-27
56%

These are the key areas with opportunities to improve overall, and compared to our previous survey.

Trending Upwards vs. Company Overall

Bon Secours Mercy Health takes my personal safety seriously

-7
68%

Most people here make a good effort to consult other staff where appropriate

-10
68%

The information I need to do my job effectively is readily available

-11
68%

Trending Downwards vs. Company Overall

My manager is a great role model for employees

-42
32%

Generally, I believe my workload is reasonable for my role

-42
28%

I am given opportunities to develop skills relevant to my interests

-41
30%

These are the key areas where we are doing best or worst compared to Company overall.

Factor

Question

Score

Company  Previous 

Innovation
At Bon Secours Mercy Health we act on promising new or innovative ideas

32% **-30** **-21**

Social Connection
I can easily explain Bon Secours Mercy Health's purpose to others

36% **-38** **-8**

Learning & Development
I believe there are good career opportunities for me at Bon Secours Mercy Health

33% **-34** **-20**

The Focus Agent suggests that action in these three areas will provide the most impact.

Two Opportunities we will focus on are :

**Most of the systems and processes here support us
getting our work done effectively**

**When it is clear that someone is not delivering in
their role we do something about it**

What's our job now?

Discuss the two opportunities for improvement and come up with a plan to create the environment we want.

Tasks will be assigned with timelines and responsibilities. Future meeting dates will be set and quarterly checks in with the whole team to communicate updates.

Bon Secours Mercy Health

2019 Associate Engagement Survey: Supervisor Report: Jamie Lauf

Focus Area

Most of the systems and processes here support us getting our work done effectively

Action

Teambuilding Accountability

Action description

Have a meeting with staff to discuss engagement results. Using three flip charts will ask team members to specifically name ways to improve systems and processes to work effectively. Then the second flip chart will list what each member of the team is willing to do to make these improvements. These should be specific and focused on what they can do to impact their own circumstance. The third chart will record what support they need from me or the organization. We will then meet to go through the second list specifically to determine if the tasks are robust enough to create the change needed. From their we will develop action plans with timelines and responsibilities and set up times to communicate back to the group on the progress. Quarterly meetings to ensure we are progressing toward the goals.

Action status

Draft

Focus Area

When it is clear that someone is not delivering in their role we do something about it

Action

Self Reflection Accountability

Action description

Discuss engagement results and foster engagement of staff by asking how to improve performance of staff, then what are they willing to do to improve performance and lastly what can I do support them. Create action plan after reviewing the ideas and tasks to ensure they will create the environment we want. Assign timelines and responsibilities and set up future meetings to continue the progression of these action plans and communicate back to the whole group at least quarterly.

Action status

Draft